



December 13, 2013

To: Executive Board

Subject: **Coach Operator Audit Results**

Recommendation

Receive and file the results of the Coach Operator Audits conducted in May and November of 2013.

Analysis

Coach operator performance audits were conducted during the period of May 22 through May 25, 2013 and November 10 through November 13, 2013 to monitor the performance of Foothill Transit's operations contractors. The performance checks are conducted by Summit Security Services, a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In order to ensure maximum coverage of Foothill Transit's operational area the audits are conducted at random. Auditors from Summit Security utilize Foothill Transit service as anonymous riders. When the auditor first boards, they will challenge the driver by depositing the incorrect fare or by attempting to use an invalid transfer or pass. If the driver challenges the incorrect fare the auditor will then deposit the correct fare, if not, the occurrence is reported as a fare violation. Once onboard the bus, the auditor will then monitor the coach operator's performance in terms of customer relations and safety.

The chart below summarizes the results of the May and November 2013 audits for each operating facility.

Table 1 shows the trend of the Coach Operator Audits for Foothill Transit's Arcadia facility.

Table 2 shows the trend of the Coach Operator Audits for Foothill Transit's Pomona facility.



Table 1 - Summary for First Transit - Arcadia

	THREE PRIOR AUDITS	AVERAGE VIOLATIONS PER TRIP	MAY 2013	AVERAGE VIOLATIONS PER TRIP	NOV 2013	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	306		93		112	
FARE VIOLATIONS	120	0.39	30	0.32	31	0.28
CUSTOMER RELATIONS VIOLATIONS	79	0.26	44	0.47	57	0.51
SAFETY VIOLATIONS	22	0.07	7	0.08	9	0.08
TOTAL VIOLATIONS	221	0.72	81	0.87	97	0.87

Table 2 - Summary for First Transit - Pomona

	THREE PRIOR AUDITS	AVERAGE VIOLATIONS PER TRIP	MAY 2013	AVERAGE VIOLATIONS PER TRIP	NOV 2013	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	218		81		76	
FARE VIOLATIONS	117	0.54	15	0.19	15	0.20
CUSTOMER RELATIONS VIOLATIONS	108	0.50	47	0.58	75	0.99
SAFETY VIOLATIONS	40	0.18	6	0.07	5	0.07
TOTAL VIOLATIONS	265	1.22	68	0.84	95	1.25

The May/November 2013 audit numbers show fairly consistent trends in fare and safety violations however each facility showed a dramatic increase in Customer Relations violations. Failure to display name plates accounted for 46 percent of the overall increase in Customer Relations violations for Arcadia from May to November and failure to make announcements accounted for 43 percent of Pomona's overall increase in Customer Relations violations.

The majority of the May and November 2013 violations fell within the following categories:

- Failed to Maintain Schedule – 89 incidents
- Failed to Check ID for Reduced Fare – 65 incidents
- Scrolling Sign and/or Badge Number Display Off – 51 incidents
- Failure to Make Required Announcements – 33 incidents



These items are being addressed directly with both contractors' staff.

Results of the Coach Operator Audit provide Foothill Transit with a tool to monitor and evaluate the performance of operators delivering service. In effort to maintain quality, Foothill Transit's management team reviews the results regularly with the Assistant General Managers and Operations Managers of both operating facilities to receive insight as well as action plans for the areas that need attention.

Foothill Transit's management team continues to work with both operations contractors to maintain and ensure Foothill Transit's high service standards for safety, courtesy, and on-time performance. Moving forward, the coach operator performance audits will be conducted on a quarterly basis in order to measure and document progress in maintaining and improving performance.

Budget Impact

Funding for the coach operator audits is included in Foothill Transit's FY 2014 Business Plan.

Sincerely,


Tanya M. Pina
Operations Contract Manager


Doran J. Barnes
Executive Director